



EMPLOYER

California Public Employees' Retirement System

NEWS

CalPERS Launches New Employer Contact Center

One toll-free number for all customer service calls

Customer service for contracting employers took a giant step forward in July 2003, with the launch of the brand new CalPERS Employer Contact Center (ERCC).

Most CalPERS employer services are now centralized and consolidated into the new Employer Contact Center. From now on, employers can call one toll-free number for all CalPERS business. Specially trained customer service representatives will be there to answer your question or assist you with your CalPERS business transaction. If an issue

is particularly complex or technical, it will be assigned to appropriate staff for resolution.

Every effort will be made to assist the customer during the initial call. No more leaving messages for a specific CalPERS employee or multiple employees for different types of assistance. This means simpler, faster, and better customer service for CalPERS employers.

The toll-free number for the CalPERS Employer Contact Center will be familiar to employers who already use the CalPERS

Automated Communication Exchange System for employee transactions, known as ACES:

(888) CalPERS (225-7377).

**CalPERS Launches—
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ERCC staff (L to R)—Lorrie Adame, Dave Peeples, Maria Agudo, Mary Fields, Karen DeFrank—Manager, Wandra Pitts, Tammy Sanchez, Rodney Robinson, Cate Husted. Not pictured—Denise Wilken.

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CalPERS Educational Forum 2003

Plans are being finalized for this year's employer educational forum to be held on October 20-22, 2003, at the San Francisco Hilton.

We are very excited to once again present workshops in three topic areas:

- 1) Daily administration: this track will cover such important issues as Social Security and reporting issues for schools, public agencies and state agencies.
- 2) Future Direction: these workshops will provide you with information that will

assist you in your visionary efforts as you plan for the future of your organization; and

- 3) Helping Your Employees: we will be presenting the latest educational information and tools to help you help your employees.

This event gives you the opportunity to meet and visit with CalPERS executive staff and board members in an informal setting. Virtually all CalPERS programs and offices are represented at the training—what a perfect opportunity to get all your questions answered

in one place! Back by popular demand, one-on-one meetings with your CalPERS actuary. (To schedule an appointment before you go, please email your request to calpers_conference@calpers.ca.gov)

You may visit the CalPERS Web site for the latest employer training information. Registration packages will be available in August. If you have not attended this event before and would like to be placed on our direct mailing list, please call the Information Hotline at (916) 658-1264 or send an email to calpers_conference@calpers.ca.gov.

EMPLOYER N E W S

CalPERS Employer News is published quarterly by the Actuarial and Employer Services Division of the California Public Employees' Retirement System. The purpose of this publication is to keep employers informed about CalPERS.

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The Valuation Services Actuaries

The Actuarial and Employer Services Division has fifteen actuaries on staff in addition to the Chief Actuary, Ron Seeling. The actuaries are divided into two groups, the Actuarial Special Projects group and the Valuation Services group. The eight actuaries in the Valuation Services group are Nancy Campbell, David Clement, David DuBois, Kung-Pei Hwang, Bill Karch, Gale Patrick, Rick Santos and Barbara Ware. Ray Lane is the supervisor of the group. Two of the Special Projects actuaries, May Yu and Scott Terando, also work part time on the Valuation Services Team. In total there are eleven actuaries sharing responsibility for all the contracting public agencies in the state. Each actuary is assigned a number of counties so that the workload is

evenly spread. To find the actuary assigned to your agency, please contact the Employer Contact Center at (888) CalPERS (225-7377). The valuation actuaries fill a special role at CalPERS—they are responsible for setting the employer contribution rates each year. To become an actuary at CalPERS, a person must be a member of the Society of Actuaries, either as an Associate (ASA) or as a Fellow (FSA). Some of our actuaries are also fellows of the Canadian Institute of Actuaries (FCIA) or members of the American Academy of Actuaries (MAAA). Some have the Enrolled Actuary (EA) designation from the U.S. Joint Board for the

**Valuation Actuaries—
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CalPERS Launches— Continued from page 1

In a further effort to streamline customer service, the CalPERS Customer Contact Center for members began using the same toll-free number in July. This means just one toll-free telephone number to remember for all CalPERS customer service calls—regardless of whether you are an active member, retiree or an employer. An “interactive voice response” (IVR) system routes employer calls to the Employer Contact Center and member calls to the Customer Contact Center. Employers will be asked to provide their CalPERS employer code while members are asked for their Social Security number to

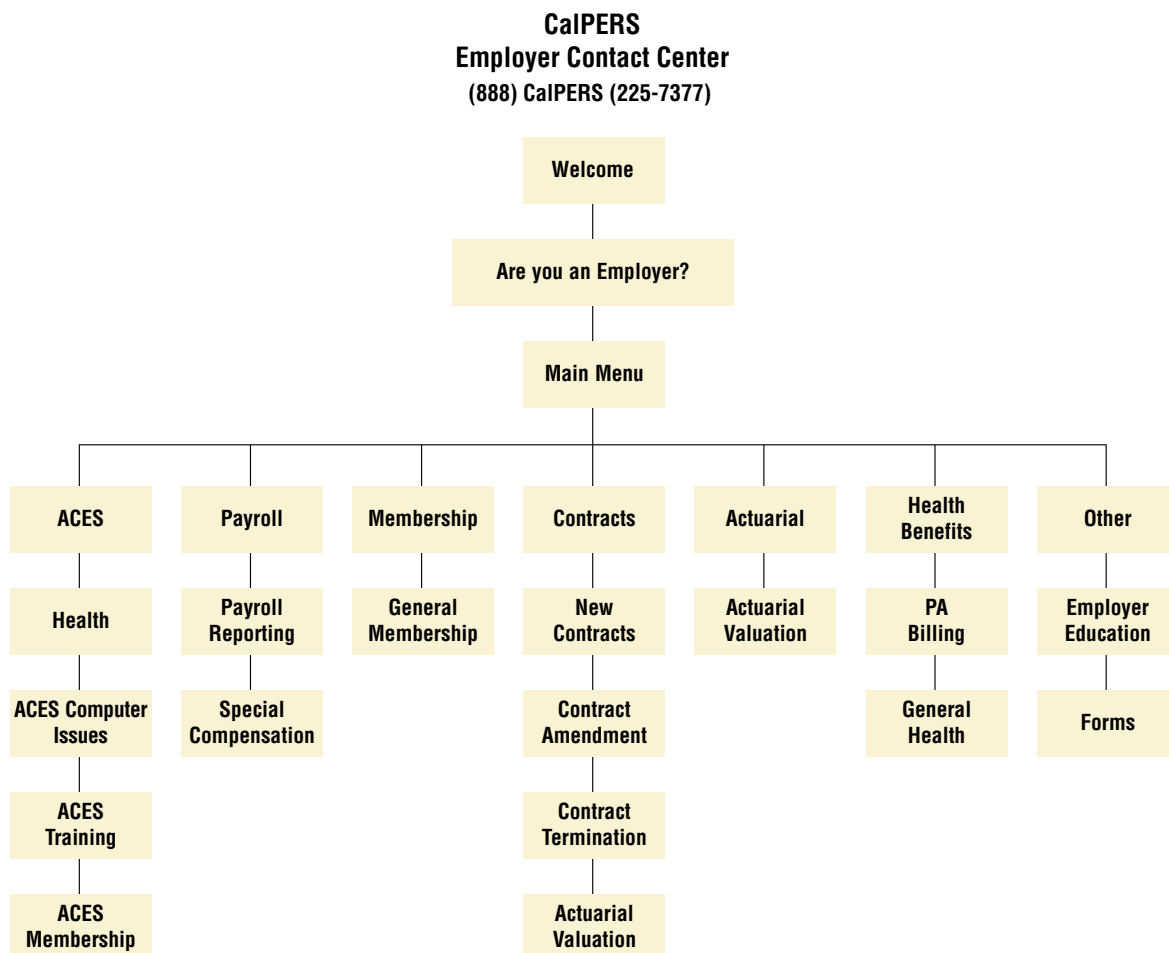
provide the representative with quicker access to member or employer records. Please see the accompanying diagram of how the IVR system works.

Another enhancement is a new computerized system for tracking customer service inquiries. The system creates a computerized case record of all customer service calls, correspondence, and emails along with important details such as who made the inquiry, when the inquiry was made, the person who serviced the call, and what information was provided or to whom the call was assigned for assistance.

The new tracking system will result in more efficient and quicker customer service.

CalPERS Employer Contact Center is open Monday through Friday, except holidays, from 7:30 a.m. to 5:00 p.m. As a general rule, the best times to call are the early morning hours and during the middle of the week and month when calls are the lightest.

Just remember, “*our number is our name*” for contacting CalPERS. Just one toll-free phone number for immediate customer service, regardless if you are a CalPERS member or a CalPERS employer. Just call **(888) CalPERS (225-7377)**.



Once you have chosen your selection, you will be prompted to identify your employer code prior to being transferred to an agent. This will allow us to provide you with quicker customer service.

Valuation Actuaries— Continued from page 2

Enrollment of Actuaries. As a group, they share an amazing “alphabet soup” of credentials.

The eleven valuation services actuaries put their professional credentials on the line each year when they certify the employer contribution rates for over 2,000 public agency retirement plans. The actuary's certification is the last step in a massive project that begins in April and ends in October. The actuaries are supported by 20 actuarial assistants, 4 students, 3 supervising assistants, and 1 managing assistant. The process begins with the extracting and scrubbing of membership data. Asset statements are reconciled and data is downloaded into the Actuarial Valuation System (known



Valuation Actuaries—L to R back row: Bill Karch, David Clement, Scott Terando, Rick Santos, Kung-pei Hwang, Gale Patrick, David DuBois. L to R front row: Nancy Campbell, Ray Lane, Barbara Ware, May Yu

affectionately as “AVS”). Numbers are crunched at a breath-taking pace that intensifies as the deadline approaches. With maximum effort and close teamwork the reports are finished by October 31. Once the

reports are mailed, the phones begin to ring. Many agencies call their actuary to discuss the report or to request an additional valuation for a plan amendment. It is not uncommon for the actuaries and assistants to prepare several hundred amendment valuations each month between October and February.

Annual Employer Statement

It's that time of year again when CalPERS mails the 2003 Annual Employer Statements (AES) to contracting public agencies and County Offices of Education. The AES is a synopsis of the employers' CalPERS contracted benefits and it serves as a reminder of the employer rate.

As an easy reference tool, we recommend the AES be placed inside the *CalPERS Procedures Manual*. Feel free to duplicate and share the AES. CalPERS encourages you to provide copies of the AES to the appropriate Human Resources, Benefits, and/or Payroll office.

NOTE: Please remember the Annual Actuarial Valuation is the official employer rate notification. It is mailed each year in October, providing you with detailed information regarding employer rates for the upcoming fiscal year. In addition, if there is a conflict between the Public Employees' Retirement Law (PERL) and the AES, the PERL supersedes the AES.

If you want to understand how your employer contribution rate is calculated, where it's headed in the future or how it would change if you adopted a new benefit, you'll want to speak with your assigned actuary. Each actuary is charged with the professional responsibility to guarantee that your contribution rate is computed accurately and in accordance with generally accepted actuarial principles. The actuaries are responsible to employers and to the members to make sure the fund has enough money to pay benefits, and they take their work very seriously. The valuation actuaries are an integral part of the CalPERS team working together to provide excellent service to employers and members. We urge you to get to know your assigned CalPERS actuary. Give us a call and stop by our office when you're in town.

Employer Tools Update

CalPERS Procedure Manual

CalPERS is in the process of distributing an update to the *CalPERS Procedures Manual*. The update process allows for the distribution of pages to public agencies, schools, and Agriculture Districts rather than sending a complete manual. The pages are printed on blue paper to help differentiate from the original manual distributed in April 2002.

A major portion of the update pertains to the *Contract Coverage* section of the *Procedures Manual* being replaced with what is known at CalPERS as the "CON-40-The Optional Benefits Listing". This will be sent to you with the *Procedures Manual* update pages or under separate cover. Also included in the update will be information regarding On-line Payment Services and the automated application process for disability and industrial disability retirement. Detailed instructions are included with the update.

The *CalPERS Procedures Manual* is a "living document"; therefore, revisions will be issued annually. If you would like to change the number of copies distributed to your agency or change the designated Manual Coordinator, please complete and mail the Manual Coordinator card (located at the back of your manual) to CalPERS. You may also

contact the Employer Contact Center (ERCC) to update this information. School district employers should contact their County Office of Education for additional copies.

This is a valuable tool for you to maneuver and learn more about available optional contract benefits, amending of contracts, as well as processing payroll and other CalPERS documents. Please contact us at (888) CalPERS (225-7377), if you have questions.

CalPERS State Handbook

CalPERS is also in the process of distributing an update to the *CalPERS State Handbook*. The updated pages are being sent to State Civil Service agencies and California State Universities on pink paper to differentiate from the original handbook printed in

July 2002. Detailed instructions are also included with the update. A significant item of change is the Account Code table. This will include information pertaining to the bargaining units that approved their contracts after the previous account code was completed.

If you would like to change the number of copies distributed to your agency or change the designated *State Handbook* Coordinator, please complete and mail the Handbook Coordinator card (located at the back of the handbook) to CalPERS.

This is a valuable tool for employers and an excellent way to learn more about Membership, Service Credit, Service and Disability Retirement, Retiree Information, and CalPERS programs that are pertinent to State agencies.



Recruit, Retain, and Reward . . .

The CalPERS Volunteer Firefighters' Length of Service Award System offers a way to motivate and recognize volunteer firefighters

Thousands of California men and women serving as volunteer firefighters place their lives on the line every day. Volunteer firefighters are there when we need them, giving their time, their talent, and sometimes their lives. They leave their jobs and their families to answer this special call to service. In light of continued state and local budget cuts, their role has greater significance to the fire departments that depend upon dedicated volunteer service.

CalPERS makes it possible to recognize volunteer firefighters for their significant contributions and provide a retention and recruitment tool. The CalPERS Volunteer Firefighters' Length of Service Award System (VFLSAS) offers fire departments and districts the opportunity financially to reward volunteers for their years of dedicated service at very little cost.

A fire department can contract with the VFLSAS to handle the administration of length of service benefits for volunteers who follow the program guidelines. Contributions are paid annually by the department based on those volunteers reported as participating by each contracting fire department.

The basic contract with the Award System enables the fire department to offer its volunteers' credit for service rendered after the date of the contract. An option that may be added provides for the purchase of up to eight years of service credit for service performed prior to the date of the contract.

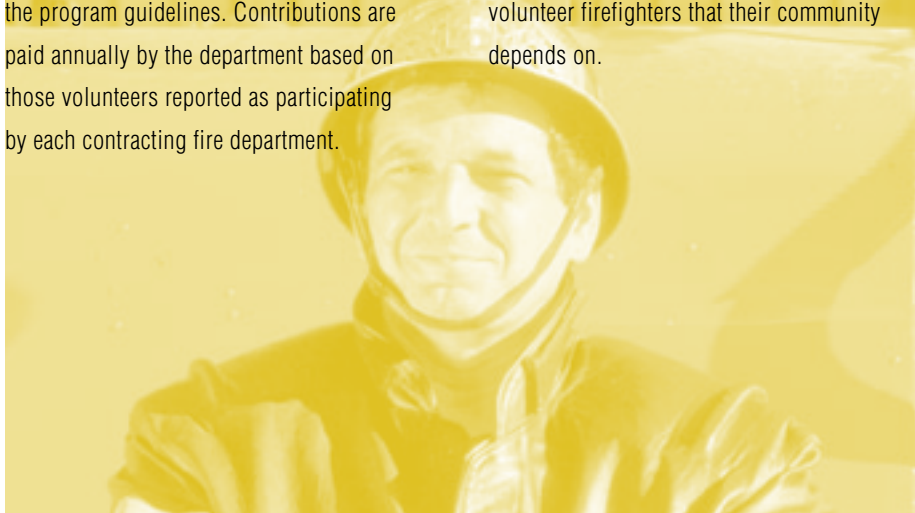
A volunteer can earn a year of service credit by participating in fire department activities such as responses to emergency calls, participation in training drills, and attendance at official department/association meetings. The fire department designs the criteria that volunteers must annually perform in order to gain service credit in the program, maintains records of volunteers' service credit activities, and reports all information to the VFLSAS annually.

For approximately \$22 per month per person (or an annual per person contribution of \$260), the fire departments have an effective tool for recruiting and retaining for the volunteer firefighters that their community depends on.

The award payment to a volunteer firefighter is a monthly benefit, payable upon reaching age 60 with a minimum of 10 years of service in the VFLSAS and up to a maximum of 20 years of service in the System. The guaranteed minimum award amount a volunteer can receive is \$600.00 annually for life with 10 years of service. The guaranteed maximum award amount a volunteer can receive is \$1,200 annually for life with 20 years of service.

An additional benefit of the program is a lump sum \$3,000 death benefit payable to the beneficiary of any member of the VFLSAS with 10 years of service or to the beneficiary of any award recipient. Death does not have to be the result of an in-the-line of duty occurrence. Fifty-nine California fire departments and districts—covering more than 3,300 volunteers—have discovered this innovative program and are making it their plan of choice. Sixty-nine men and women who, served as volunteer firefighters and who played an important role in the emergency services effort in California, are now receiving a monthly benefit from the VFLSAS as a way of saying "thanks".

CalPERS invites all local entities to see how the Volunteer Firefighters' Length of Service Award System can work and make a difference in the lives of those who fight to protect us all. Call (888) CalPERS (225-7377) or visit our Web site at **www.calpers.ca.gov** for more information.



Member Education

Although we are living in an era of uncertainty, now is an excellent time to remind your employees that their CalPERS benefits are secure. It's also a good opportunity to encourage your employees to gain an understanding of their CalPERS benefits. Together with CalPERS, you, as the employer, can facilitate the delivery of up-to-date information and services that your employees will need to make informed decisions regarding these benefits. CalPERS can also assist in this endeavor through our Member Education Programs that provide another channel for your employees to learn about their benefits.

One of the greatest benefits that an employer can provide to their employees is to encourage them to attend one of the CalPERS Member Education Programs. We conduct various presentations at our Regional Offices and at offsite locations throughout the State.

- For the new or younger employees, we offer "Achieving Financial Security", an all-day Financial Planning Seminar that includes information on the CalPERS benefits and an overview of financial planning. The information included in this seminar serves as a catalyst to get employees thinking about and planning for their financial futures.
- For those employees who are within ten years of retirement, we offer "Retirement and Estate Planning", an all-day Financial Planning Seminar that is most helpful in understanding their options at retirement. Not only will they hear information about their

pensions and estate planning, they will also hear information about other CalPERS programs, health benefits, and Social Security. This comprehensive seminar addresses issues that need attention prior to retirement and that will facilitate the employee's successful transition into retirement.

- Retirement Planning Workshops are also available which are two-hour sessions that cover CalPERS benefits only (eligibility for retirement, how service credit is earned, how the retirement pension is calculated, the retirement application process, etc.)

How do your employees enroll in one of our Financial Planning Seminars or Retirement Planning Workshops? They can call (888) CalPERS (225-7377) and request enrollment or they can visit the CalPERS Web site and use their Personal Identification Number (PIN).

As an added benefit, CalPERS will customize a Member Education Program based on your contracted benefits so your employees receive information that is specific to them. These presentations are usually conducted at your site and can be requested by contacting CalPERS.

All employees, whether recently hired or longterm, should be encouraged and periodically reminded to visit the CalPERS Web site, www.calpers.ca.gov, for pertinent information on current legislation, the Board of Administration and other topics of interest. All employees should also be

encouraged to obtain a PIN via the CalPERS Web site. The value of having a PIN is that employees can transact CalPERS business such as change of mailing address or phone numbers, enroll in Member Education Programs, obtain official retirement estimates, and view their CalPERS Annual Member Statements, all at their own convenience.

Other Important Reminders:

- Please ensure a timely completion of CalPERS employer certifications regarding your employees' service credit buyback requests and retirement applications. This will facilitate the processing of these documents without undue delay.
- Did you know that if you have an employee who is eligible for a disability retirement you cannot terminate the employee because of that disability? Government Code Section 21154 states, in part, "... an employer ... shall apply for disability retirement of any member believed to be disabled, unless the member waives the right to retire for disability and elects to withdraw contributions or to permit contributions to remain in the fund." So, before terminating an employee who may be eligible for a disability retirement, please call CalPERS and refer the employee to CalPERS for retirement counseling.

These reminders are offered to help you keep your employees informed about their benefits and options throughout their careers so they will be able to make appropriate decisions at retirement.

Sick and Educational Leave Certification

As a part of the retirement application completion process, employers are requested to certify the unused sick and educational leave days on the application prior to the member submitting the application to CalPERS. It is important that both sick and educational leave be reported in days only. If you report hours instead of days, the amount will be entered into the retirement calculation system as days thus resulting in an overpayment to the employee.

Please refer to your *CalPERS Procedures Manual* or *State Handbook* for information regarding the conversion of leave hours into days. If you have further questions regarding the reporting of sick or educational leave credits, you can contact CalPERS at (888) CalPERS (225-7377) or check the Web site, www.calpers.ca.gov, for the latest information.

Employees are responsible for taking the application to you to have the certification information completed. In-house procedures can be established to ensure that the days reported are correct. For example, you could choose to remove the sick and educational leave from your books the day the certification is completed. To receive sick or educational leave credit, the member's retirement date must be within 120 days from the date of separation from the employer granting the leave.

You will not be contacted to verify the information certified on the retirement application. A Notice of Retirement Letter (BSD 62) is mailed to you as a means of verifying the information previously reported. The BSD 62 is mailed after your employee is placed on the retirement roll and usually after the employee's separation date. The BSD 62 will provide you with the number of sick leave days that were included in the employee's calculation. An Amended Certification Form (BSD 200A) can be used to submit a

corrected sick leave amount. An adjustment to the member's retirement allowance will be completed upon receipt of the BSD 200A. Supplies of the BSD 200A form can be ordered from CalPERS. Single forms can be requested by calling (888) CalPERS (225-7377) or copies can be made of the sample form printed in the *Procedures Manual* or *State Handbook*.

Please note:

Public agency and school employees, who submit their retirement application directly to CalPERS without the certification section completed, will not receive sick or educational leave credit unless they request CalPERS to send a Requested Employer Certification Form (BSD 200) directly to the employer. The adjustment to the member's retirement allowance will be completed upon receipt of the BSD 200.

State employees, who submit their retirement application to CalPERS without the certification section completed, will have this information updated via the transaction that is keyed on the Personnel Information Management System (PIMS) by the personnel office through the tape (T-Log) that the State Controller's Office sends to CalPERS.

T-Log will only be used to update the sick and educational leave amount if nothing was certified on the retirement application. If there was leave certified on the application and T-Log has a different amount, the information on the application is used. If a state employer needs to correct the certified sick or educational leave amount, they should use the BSD 200A to report the correction.



New Electronic Payment Service Now Available

CalPERS now offers a new On-line Payment Service that allows you to make retirement contribution and health premium payments through a secure Internet web site. This joins the existing Interactive Voice (by phone) service that has been available for several years. The Electronic Payment Services let you make real time payment transfers directly from your agency's bank account to the CalPERS bank account.

Many of our employers are now enjoying the security and convenience of fund transfers through our Interactive Voice service. If you are one of them, you can start using the new On-line Payment Service right away. Just use the log-in link you'll find in the CalPERS Web site "Employer Information" area, and you can start making transfers using the same Personal Identification Number (PIN) you use now for the phone service.

If you're new to electronic payments, you may want to check out the advantages of using these kinds of transfers to make your CalPERS payments. There is no cost to you to use either the on-line or the Interactive Voice payment services.

The On-line Payment Service is a secure web solution that offers real time access and tracking of payment transactions, and provides security, accuracy, and convenience. All payment information is encrypted and can be reviewed, changed, or even cancelled any time before settlement. It can be accessed at any time and from any location offering more flexibility and control, and the exact payment date and time can be scheduled in advance.

The Interactive Voice payment service can be accessed through any touch-tone phone and is easy to navigate with voice prompts to move you through the service.

Other advantages include a simple registration process (only one form to complete and send in), time and cost savings (no postage costs for mailing in checks and no more worries about lost or stolen checks), and productivity improvement (a payment history is available that can also be printed and used for reconciliation and accounting reports).

If you are using the Automated Communications Exchange System (ACES) to transmit your payroll file and then use our Electronic Payment Service, you'll still need to FAX or mail us your summary report. If you are not using ACES, you can still use the On-line or Interactive Voice Payment Services, just remember you'll still

need to mail us your summary report payroll file on tape or diskette and to meet all the requirements for complete reporting.

If you'd like to know more about CalPERS Electronic Payment Services and the new On-line Payment Service, check out the CalPERS Web site or you can talk with a CalPERS representative by calling (888) CalPERS (225-7377).

If you are ready to sign up for these services, go to CalPERS Web site to get the registration form and return it to CalPERS with a voided account check. CalPERS will test your bank routing numbers with a zero dollar transaction. Once that test is complete, your registration is complete and you're ready to make electronic payments. We'll send you a confirmation letter along with detailed instructions for using both the On-line and Interactive Voice systems.



Nurse and Counselor Help for Your Employees— A Phone Call Away

Many employers have employee assistance programs to help their employees with health concerns and other life problems before they get out of hand. If you don't have an assistance program or if you welcome this kind of early aid and support, Blue Shield of California, a major partner in the CalPERS health program, is offering its CalPERS members an innovative new approach.

You'll probably want to tell your employees about Blue Shield's *Lifepath* AdvisersSM program if they're among the approximately 460,000 CalPERS enrollees who receive their health care from Blue Shield.

At no added cost, they can pick up the phone or go online to consult registered nurses, expert counselors and other professionals 24 hours a day, 7 days a week.

Beginning July 1, 2003, CalPERS Blue Shield members can call a toll-free phone line—**(866) LIFEPAATH** [TDD, for hearing and speech impaired, (866) 216-9926]—to get assessments, information, referrals, support and follow-up for just about any issue affecting their health and well-being at work or home.

Next Step on path to wellness

Lifepath Advisers addresses a broad range of concerns involving physical and emotional health, work, family, legal issues, finances and education. This comprehensive service combines three elements—(1) a nurse support line, (2) personal consultation, and (3) work-life resources—into a complete program to address the full spectrum of health and wellness issues.

- The **nurseline service** offers medical information about health conditions, treatment options, preparing for a doctor's appointment, self-care strategies for taking care of minor injuries at home and information about healthy habits, including nutrition tips and the benefits of exercise.
- Expert counselors offer **personal consultations** to help with balancing work and home life, managing stress, improving marriages and relationships, managing anxiety and depression, enhancing communication among family members and dealing with grief and loss.
- **Work-life** counselors point to resources that can help with aging parents, meeting parenting challenges, coping with chronic and terminal illness, lifelong learning, financial counseling and legal assistance.

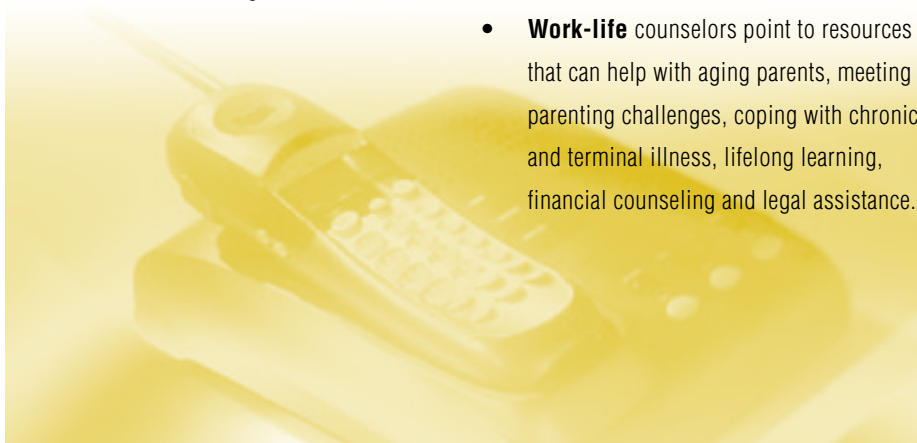
Online services, too

Some *Lifepath* Advisers features are offered online at www.mylifepath.com/advisers. Your employees who are Blue Shield members can log on and learn more about the program or participate in a secure online "Nurse Chat," which is available around the clock. They can engage in a one-on-one confidential Internet dialogue with a registered nurse for answers to their immediate general health questions, information about Blue Shield's health and wellness programs and educational materials, and assistance with researching conditions and treatments.

Get smart with early assistance

Research shows that this kind of early advice across a range of concerns can reduce health problems and associated costs. By offering early assistance, the *Lifepath* Advisers program can help your employees keep the everyday stresses of life from escalating. For example, employees can reduce the time and effort involved in searching for a good, affordable, assisted-care facility for an aging relative by calling the *Lifepath* Advisers number to get on-the-spot advice from a knowledgeable professional.

While *Lifepath* Advisers isn't a replacement for similar programs you may already make available to your employees, it can be a helpful new resource. And this makes sense for employers who want focused, productive employees. Check it out and spread the word.



Events of Interest – August through September 2003

Date	Event	Location
August 15	Performance & Compensation Committee R Street Subcommittee	CalPERS, Auditorium, Sacramento CalPERS, Auditorium, Sacramento
18	Investment Committee	CalPERS, Auditorium, Sacramento
19	Health Benefits Committee Benefits and Program Administration Committee	CalPERS, Auditorium, Sacramento
20	Board of Administration	CalPERS, Auditorium, Sacramento
27	School Employer Advisory Committee Meeting	CalPERS, Rooms 1170/1180, Sacramento
September 1	Holiday — Labor Day	
12	Performance & Compensation Committee	CalPERS, Auditorium, Sacramento
15	Investment Committee	CalPERS, Auditorium, Sacramento
16	Health Benefits Committee Benefits and Program Administration Committee	CalPERS, Auditorium, Sacramento
17	Board of Administration	CalPERS, Auditorium, Sacramento
<p><i>Note: Meeting times are announced, when they become available, through Circular Letters and on our Web site. Meetings are subject to change.</i></p> <p><i>CalPERS: 400 P Street, Sacramento</i></p>		

eNews—Sign Up Today!!

Last month, CalPERS began offering a biweekly email newsletter—CalPERS eNews. The pension fund has also added an online Press Room to its web site that gives the news media direct access to news releases, breaking news, facts about CalPERS, and top officials' biographies and photographs.

CalPERS eNews is available by subscription at www.calpers.ca.gov.

Subscribers will receive CalPERS eNews in the first and third weeks of each month, and will get occasionally eAlerts about major

announcements or upcoming events. The service also allows parties to easily stop their subscriptions.

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Continued on page 12**

**eNews Sign Up Today—
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- Health care premiums for 2004;
- CalPERS portfolio increase to nearly \$138 billion;
- Campaign focusing on executive compensation practices;
- Emergency regulations establishing the deadline for contracting agencies to terminate participation in the health program, and for re-entry criteria; and
- Health Self-Funded Plan financial status. Most of the briefs contain embedded links allowing subscribers to jump directly to source press releases, Board agenda documents, and related background Web pages.

Sign up today!

Please note: CalPERS also provides information directly to you via email and/or fax through the Broadcast Messaging service.

This service is another excellent method for receiving the latest breaking news or other items of interest – instantly!

To be added to this service, email your *name, organization, title, fax number, email address, and your agency code* to: Employer_Services@CalPERS.ca.gov

If you have any questions or comments regarding Broadcast Messaging, please email the above address or contact Fern Johnson at (888) CalPERS (225-7377).



**California Public Employees' Retirement System
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